

Missouri State Rehabilitation Council



Tyrone Flowers



Lois Prettyman



Allan Tervo

2007 Annual Report

December 2007

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Mission Statement

(Adopted Nov. 4, 1999)



Missouri State Rehabilitation Council

Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams and participate in society.

Our Mission

To ensure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

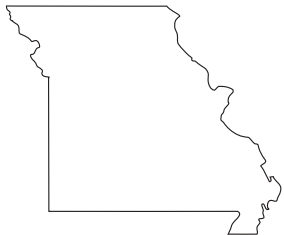
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to ensure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act and the Individuals with Disabilities Education Act.



MISSOURI STATE REHABILITATION COUNCIL

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Greg Wingert
Lohman

C. Jeanne Loyd
Assistant Commissioner
Ex Officio Member
Jefferson City

December 31, 2007

The Honorable Matt Blunt
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Blunt:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the council's annual report for fiscal year 2007. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each Council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have given our enthusiastic support to innovative programming to reach the underserved populations in Missouri and to exploring additional methods of obtaining consumer satisfaction feedback.

It has been my great privilege to work with members of the Council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make meaningful choices in pursuing their dreams.

Sincerely,

Susan Adrian
Vice Chairperson

State Rehabilitation Council Members



Jason Eftink
Jackson
Chairperson



C. Jeanne Loyd
Jefferson City
Ex Officio Member
MDVR's Assistant Commissioner



Susan Adrian
St. Louis
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Penny Adams
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Jefferson City



Mary Kay Savage
Kansas City



Terry Smith
Mexico



Mary Stodden
St. Charles



Jim Terrill
Centralia



Greg Wingert
Lohman

Council's Purpose

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The Council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, the council is represented by the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- Division of Vocational Rehabilitation
- Community Rehabilitation Program Service Providers
- Business, industry and labor
- Disability advocacy groups
- Current or former applicants/recipients of vocational rehabilitation services
- Division of Special Education, the state agency responsible for the Individuals with Disabilities Act
- State Workforce Investment Board

The Council is responsible for reviewing, analyzing and advising the Division of Vocational Rehabilitation (VR) regarding its performance on such issues as eligibility, services provided to consumers and any other functions affecting people with disabilities.

During FY07, the Council was actively involved in a significant number of activities with the division. Council members:

- met with division staff and community rehabilitation programs regarding the status of innovation and expansion activities with services for Hispanic consumers.
- provided recommendations to the division on policy revisions and newly filed administrative rules.
- coordinated activities with other councils and agencies including the State Independent Living Council, the Missouri Training and Employment Council, the Missouri Parents Act, the Department of Mental Health, Missouri Protection and Advocacy Services, the Division of Special Education, the Governor's Council on Disability, and the Client Assistance Program.
- attended and participated in division public hearings to provide input on the state plan.
- assisted the division with evaluating consumer satisfaction feedback and provided recommendations based on this feedback.
- participated in the Council of State Administrators of Vocational Rehabilitation national meeting in Washington, D.C.
- analyzed and provided recommendations to the division regarding state plan assessment of needs, goals, priorities, performance indicators and the comprehensive system of personnel development.
- assisted division staff in preparing the Council's 2007 annual report.
- provided comments to the Rehabilitation Services Administration (RSA) regarding issues pertaining to waiting lists (Order of Selection).
- educated Missouri's U.S. representatives and U.S. senators on the division's implementation of waiting lists (Order of Selection) and the impact these waiting lists have on people with disabilities.
- worked jointly with the division to review and approve a new Impartial Hearing Officer.

Mission Statement

Missouri Department of Elementary and Secondary Education

Division of Vocational Rehabilitation

“Making a positive difference through education and service”

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools and citizens.

We provide leadership and promote excellence. We:

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

We promise to greatly exceed customers' expectations. We:

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.

D. Kent King
Commissioner of Education



C. Jeanne Loyd
Assistant Commissioner
Vocational Rehabilitation

Missouri Department of Elementary and Secondary Education

— *Making a positive difference through education and service* —

December 31, 2007

The Honorable Matt Blunt
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Blunt:

I am enclosing the annual report of the Missouri State Rehabilitation Council for fiscal year 2007. As required by federal regulation, this report provides information on the Missouri Division of Vocational Rehabilitation's employment program for persons with disabilities.

Due in part to the number of new applicants, rising service costs, and limited federal funding, the division has operated under an Order of Selection since FY04. As prescribed by the Rehabilitation Act, this requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals will receive services as funds become available. Subsequent to the Order of Selection's implementation, the division has managed to reduce waiting lists and the duration of wait by approximately 80 percent.

During FY07, the division helped 4,280 individuals reach successful employment outcomes, which is an increase from last year. The division also met all required standards for Federal Performance Indicators and had a success rate of 67.7 percent for all individuals who received services and exited the program.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to more than 5,500 students per year in 412 school districts. Last year, we assisted over 750 students in reaching their employment goals.

The program's customer satisfaction survey results and success rates are among the top in the nation, if not first.

The Council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. The members bring years of experience and expertise to the Council, and it has been my privilege to work with them this past year.

In closing, I, along with the Council, offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in black ink, reading "C. Jeanne Loyd", is positioned above the printed name.

C. Jeanne Loyd
Assistant Commissioner
Missouri Division of Vocational Rehabilitation

Highlights

of the Vocational Rehabilitation Program

Important items to note from FY07 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- ▶ **4,280** consumers with disabilities achieved successful employment outcomes.
- ▶ **27,029** eligible consumers worked with VR counselors.
- ▶ **98%** of successfully employed consumers had significant disabilities.
- ▶ **831** consumers were successfully employed through supported employment services.
- ▶ **754** eligible students who received Transition Services reached successful employment outcomes.
- ▶ **412** school districts signed Cooperative Work Experience Programs with VR.
- ▶ **\$47,744,112** is the total annual increase in income, from referral to closure, for 4,027 competitively employed consumers.

Agency Overview

Prepared on behalf of the State Rehabilitation Council, this annual report highlights various programs and services of the Missouri Division of Vocational Rehabilitation during federal fiscal year 2007 (Oct. 1, 2006 to Sept. 30, 2007).

On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, VR began operating under an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3). This action has affected the total number of employment outcomes, the success rate, the number of referrals to VR and the number of consumers served.

During FY07, vocational rehabilitation counselors worked with more than 27,000 eligible people in various categories with an average daily census of almost 19,000. In FY07, 4,280 consumers had successful outcomes out of a total of 6,325 individuals leaving VR services. Figure 1 and Figure 2 illustrate the number of successful outcomes and the percentages of success during the past five years.

Figure 2 shows that more than 67 percent of consumers who received services with VR were successfully employed. This figure is a percentage of all eligible consumers leaving VR who received services. Previous research from the Department of Economics, University of Missouri-Columbia, shows that nearly 70 percent of these consumers will still be employed two years later.



Allan Tervo, former VR consumer, reached his employment goal in June 2007. He works as a legal assistant for the Missouri State Public Defender System in Fulton. Tervo would recommend working with VR: "Everyone is friendly and helpful."

Five-Year Trend of Successful Employment Outcomes

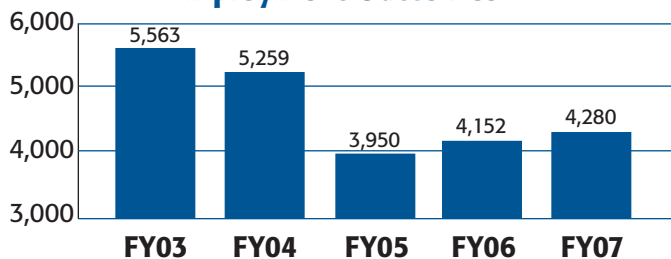


Figure 1

Rate of Successful Employment Outcomes
(five-year trend)

78.7%	61.9%	67.6%	70.2%	67.7%
FY03	FY04	FY05	FY06	FY07

Figure 2

Agency Overview (continued)



The State Rehabilitation Council gathered Nov. 1, 2007, for its quarterly meeting at VR's Central Office in Jefferson City. Nine new members joined the Council in 2007.

State Funding

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY07. VR receives state funds from General Revenue, Lottery and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to gainfully employed SSA recipients. The division continues to seek SSA reimbursements. As of Sept. 30, 2007, the division has received \$1,746,255. Figure 3 provides VR's reimbursement totals for the past five years.

SSA Trust Fund Reimbursements <i>(five-year trend)</i>				
\$1,056,480	\$1,972,458	\$942,701	\$2,024,975	\$1,746,255
FY03	FY04	FY05	FY06	FY07

Figure 3

Agency Overview (continued)

Consumer Satisfaction

Another priority for the division is consumer satisfaction with VR staff and services. The SRC is responsible for administering a consumer satisfaction survey (pages 27-29). The feedback is shared with division management, supervisors and counselors. This information is used as a tool to improve services, evaluate staff performance and determine training needs.

The division sends postage-paid survey cards to a random sample of closed cases — cases closed either before or after receiving services. To avoid influencing consumers' responses, the surveys are mailed from one central location by an individual other than a counselor or support staff.

During FY07, the division surveyed over 1,900 individuals, a sample representative of all consumers who received services and exited the program. Of these individuals, 96 percent felt they were treated with respect, and 93 percent indicated they were involved in making choices concerning their employment goals and services.

A pilot project is currently underway in the Rolla, Farmington, St. Louis South and Kansas City North VR offices. This project measures consumer satisfaction immediately after the initial plan period. The results of the pilot project give the division an idea of consumers' satisfaction at the time of service delivery. In FY07, survey results were positive with response rates exceeding 40 percent. Of the 263 responses, 98 percent of the respondents felt that they were treated with respect and that VR staff had acted in their best interest.

Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers and consumers to develop recommendations for several strategic plan issues. The following teams meet on an ad hoc basis: Community Rehabilitation Providers/Vocational Rehabilitation, Transition, Cultural Diversity and VR-Navigator. As a result, many recommendations, which can be found throughout the report, have been implemented to improve services for people with disabilities.



Evelyn Austin, a Community Work Incentive Coordinator in St. Louis, speaks to the State Rehabilitation Council during its May meeting. Austin works with the Work Incentives Planning and Assistance program, which assists Social Security beneficiaries with disabilities who are interested in working.

Interagency Cooperation

Division of Workforce Development

The Division of Workforce Development operates under the Department of Economic Development. The division ensures that the provisions of the Workforce Investment Act of 1998 (WIA) are carried out by Workforce Development centers across the state. The Missouri Training and Employment Council (MTEC) is the state board that oversees Workforce Development.

The workforce development system is a partnership of mandated federal, state and local agencies providing services in “one-stop shops” known as Missouri Career Centers. The centers, which are located in 14 workforce regions in Missouri, offer job training and skills development programs to all citizens who want assistance with gaining employment. VR is a key partner and works closely with the Career Centers to provide program accessibility, physical accessibility to and from the centers (including job sites) and assistive technology for people with disabilities. VR also provides ongoing cross-training and technical assistance to Career Center staff on accommodations in the workplace.

A full-time VR supervisor works with partner agencies to ensure that all federal regulations pertaining to Title IV of WIA are followed. VR district supervisors serve as active members on 13 out of 14 local Workforce Investment Boards. There is also a VR-Navigator Team that addresses WIA issues and works to strengthen the Workforce Development/VR relationship. The team is composed of five VR supervisors and five disability navigators. Navigators work in Career Centers, in each workforce region, to help consumers navigate through the various employment programs and services, to conduct outreach to the disability community, to offer information on SSA work incentives, and to serve as a recourse to center staff.

Department of Mental Health

In October 2006, the Substance Abuse and Mental Health Services Administration awarded a Mental Health Transformation Grant to Missouri totalling \$14 million over a five-year period. The grant addresses weaknesses at the state and federal levels in mental health care as identified by President Bush in his “New Freedom Commission on Mental Health” report, issued July 2002. Mental Health Transformation involves moving the mental health system from one that is disability-based to one built on public health principles.

During the grant’s first year, the focus was on the creation of a Comprehensive State Mental Health Plan by the Transformation Leadership Workgroup. Gov. Matt Blunt’s Executive Order 06-39 established the workgroup, which is comprised of consumers, family members and senior leaders from the Departments of Mental Health, Social Services, Health and Senior Services, Corrections, Public Safety, and Elementary and Secondary Education. Jeanne Loyd, associate commissioner of VR, represents the Department of Elementary and Secondary Education.

Some of the plan’s initiatives include:

- services established on evidence-based practices in mental health.
- early and frequent benefits planning for consumers.
- removal of barriers in housing and transportation.
- a holistic view of physical and mental health.
- a Comprehensive Childrens’ Mental Health system.

Interagency Cooperation (continued)

Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs)* to provide direct services to people with disabilities.

The 2008-2010 state plan developed by VR and SILC details the tasks necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and SILC created a new outcomes-based measurement tool for the CILs. The new tool measures consumer satisfaction using a telephone survey as opposed to the mailed surveys previously used. In 2006, the CILs telephoned a random sample of 2,577 consumers (both active and inactive) concerning satisfaction in areas such as skills training, personal assistance and technology services. Survey results revealed that 98 percent of respondents were satisfied with independent living skills training. Ninety-seven percent of respondents were satisfied with personal assistance and technology services.

During 2007, SILC was involved in a number of activities designed to address the independent living needs of people with disabilities. In April, SILC participated in the 2007 Power Up Conference and Expo held in Columbia, Mo. SILC members helped with sessions, facilitated discussions and were guest speakers. In addition, SILC held public hearings with VR in January and February to gather input on the state plan. In order to reach a larger number of centers statewide, SILC held two of its council meetings in Springfield and Nevada.

The CILs have developed innovative services for communities around the state. For example:

- One CIL developed a literacy program for disabled youth and adults.
- One CIL partnered with the Lion's Club and Habitat for Humanity to construct an accessible home for a family in southern Missouri.
- Two CILs provide weekly American Sign Language (ASL) courses for consumers and the community.
- Two CILs worked with area county clerks' offices to hold demonstrations of accessible voting equipment.
- One CIL developed a public access program called "Independently Speaking," which is a community outreach and education program produced by a local university with student consumers and CIL staff collaboration.

* See page 33 for CIL listings.

The Statewide Independent Living Council (SILC) met for its quarterly meeting Nov. 16, 2007, in Jefferson City. Pictured at right (from the foreground to the background and then to the right): Michael Keller, SILC member; Stephanie Brady, SILC chairperson; Gary Maddox, SILC member; Gary Moll, VR director of Independent Living Services; Kelly Flaughner, VR coordinator of Independent Living Services; Jim Brinkmann, ex officio SILC member; and Tammy Schlote, VR administrative assistant.



Transition Services

Transition Services assist students with disabilities in the secondary school setting to successfully prepare them for transitioning into postsecondary education, integrated employment (which includes supported employment) or vocational training. VR continues to work closely with the Division of Special Education in coordinating, planning and providing transition services.

The Transition Team, composed of VR staff and special education personnel at both the state and local levels, provides support and technical assistance regarding transition-related activities and services for students with disabilities. The team continues to work on issues pertaining to the following charges outlined by the assistant commissioner:

Charge No. 1: Develop strategies to increase overall success rates of students with disabilities participating in cooperative school-to-work programs.

Charge No. 2: Develop strategies to increase overall participation of students with disabilities participating in cooperative school-to-work programs.

Charge No. 3: Develop methods to measure student participation in all transition services.

Charge No. 4: Develop strategies for decreasing the dropout rate for students with disabilities from Missouri high schools.

- In accordance with Charges No. 1 and No. 2 listed above, VR works to improve and expand the Cooperative Work Experience Program (COOP) for students with disabilities. During FY07, 412 of 449 (K-12) school districts in the state were operating COOP programs. VR counselors worked with 5,514 students prior to graduation in FY07, and 867 of those students also participated in the VR COOP program. Of all the eligible transition students who received VR services and exited the program, 754 reached successful employment outcomes leading to an overall success rate of 72 percent.
- In striving to improve and expand the quality of transition assessment services for students with significant disabilities, VR provides support and technical assistance to local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs). At the completion of FY07, approximately 298 comprehensive transition assessment Memorandums of Understanding (MOUs) had been developed at the local level with approximately 208 different school districts and 30 various CRPs and SESP. MOUs outline how transition assessment services for students with disabilities will be provided at the local level.

Transition Services provide technical assistance to classroom teachers and VR counselors who work directly with students while continuing to work with the Division of Special Education on decreasing the dropout rate and improving postsecondary school outcomes for students with disabilities.

Partnering

Recognizing the varying regional differences and needs of the disability community in the state of Missouri, “partnering” starts at the local/district level. VR partners with local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs) to maximize benefits for their mutual customers. VR and provider personnel cultivate relationships through two-way communication while maintaining cooperative agreements that clarify each entity’s role in consumers’ rehabilitation plans.

VR and provider staff both offer input on each other’s service delivery processes and improvement to those processes. VR furnishes division reports to providers in order to coordinate efforts in serving consumers. In addition, the division seeks assistance from provider facilities in developing strategies to reduce the number of consumers who drop out of the rehab program. To further illustrate partnering practices, providers are invited to VR training programs that are relative to CRP/SESP issues.



Heather Hemeyer (right) is a VR consumer who receives supported employment services through Choices for People Center, one of VR’s supported employment service providers located in Rolla. Gary Evans (left) is the director of Breakthrough Counseling Services in Rolla where Heather is employed.

Every other year, the division combines the VR district office Quality Assessment Reviews with CRP and SESP reviews to strengthen communication and enhance relationships. These combined reviews enable VR to maintain alignment of division goals and values with its partners.

Integrated Community Rehabilitation Programs

The division strives to enhance community rehabilitation services throughout Missouri. VR and CRPs collaboratively work with an outcome-based service model that emphasizes results and values successful employment outcomes.

CRPs are nonprofit organizations that are accredited by the Commission on Accreditation of Rehabilitation Facilities. They provide people with disabilities comprehensive vocational evaluations, employee development, employment skills training, employment services and employment transition services.

While the division funds a multitude of services for approximately 7,200 consumers in CRPs, it does not own or operate any of the programs. Access to community-based services for consumers in all areas of the state continues to be a division priority. As a result, all CRPs emphasize community integration.

The division appointed a team comprised of VR managers, supervisors, counselors and CRP staff to meet several times per year to develop strategies for improving community-based services for people with disabilities. This group of professionals accomplished many positive changes including the development of partnering plans at the local office level; quality improvement strategies; developing a cooperative agreement that is signed by VR and the CRPs; streamlining employment, supported employment and assessment services; and developing new and innovative approaches for services.

A complete listing of all division-approved CRPs can be found on page 34.

Improved Availability for Supported Employment

The division provides Supported Employment (SE) services to a diverse population of consumers as indicated by Figures 4-6 (pages 18-19). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY07, 72 percent of consumers who received supported employment services and exited the program were successfully employed.

Figure 4 provides a breakdown of the disability categories of consumers who exited the program both successfully and unsuccessfully after receiving supported employment services.

Figure 7 (page 19) provides the total number of Supported Employment Service Providers (SESPs). As of FY07, all counties in Missouri are being served by SESP. This expanded coverage means more choices for consumers.

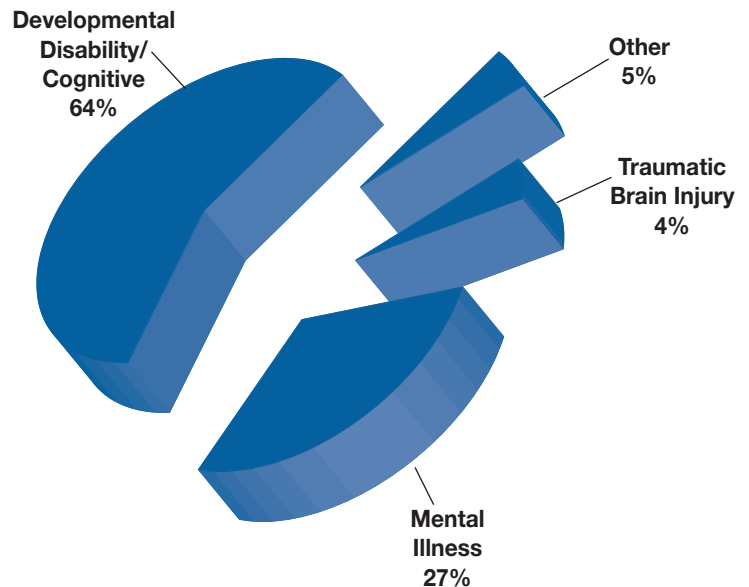


Figure 4**

Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 8 (page 19) shows the average costs of services, hourly wages and other statistics for supported employment.

Consumer Satisfaction

As noted on the chart on page 28, 97 percent of consumers who participated in supported employment and who responded to the satisfaction survey felt that the division treated them with respect. In addition, 94 percent said that information and services were readily available to them.

****Percentages are based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SE services.**

Improved Availability for Supported Employment (continued)

Supported Employment Ethnicity and Gender of those Served** – FY07 –

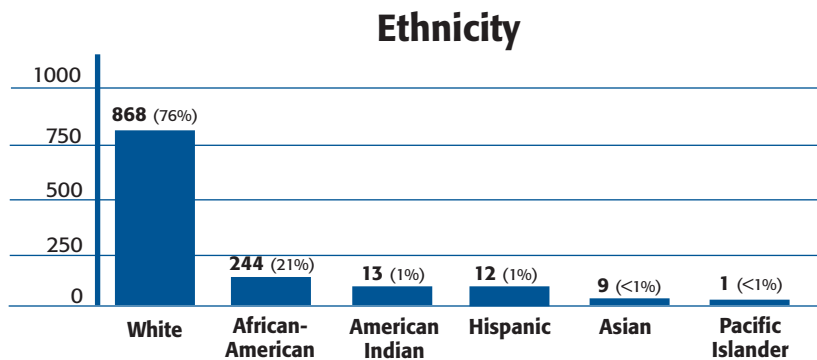


Figure 5**

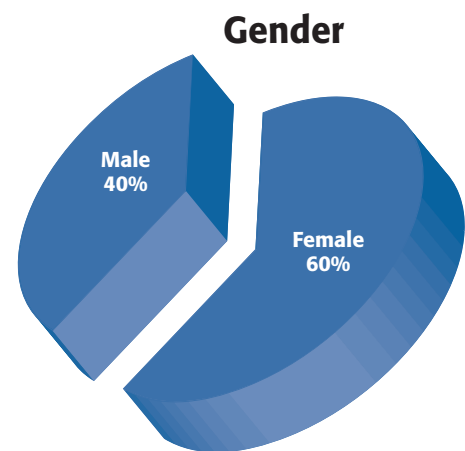


Figure 6**

Other Supported Employment Statistics

SESPs Total Providers from FY03 to FY07	
Fiscal Year	Number of Providers
FY03	86
FY04	78
FY05	81
FY06	82
FY07	78

Figure 7

Supported Employment Statistics FY07	
Average cost of job coaching services per consumer	\$2,303**
Average cost of assessment services per consumer	\$1,112 **
Average cost of job development services per consumer	\$1,018 **
Average hourly wage per consumer	\$7.18
Average hours per week worked per consumer	24
Success rate	72 percent**
Successful closures	831
Unsuccessful closures after services rendered ..	316

Figure 8

****Figures are based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SE services.**

Assistive Technology

In FY07, the division provided a variety of assistive technology services, devices and equipment to 1,629 individuals for a total cost of \$3,863,163.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining or improving functional capabilities. These may be commercially purchased or modified/customized by a technology specialist. The devices could be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of assistive devices include: prosthetic and orthotic equipment; hearing aids; eyeglasses; wheelchairs and other powered mobility equipment; walkers; braces; crutches; computer equipment (e.g., adaptive keyboards, voice-activated controls and specialized software); vehicle modifications; and home modifications.

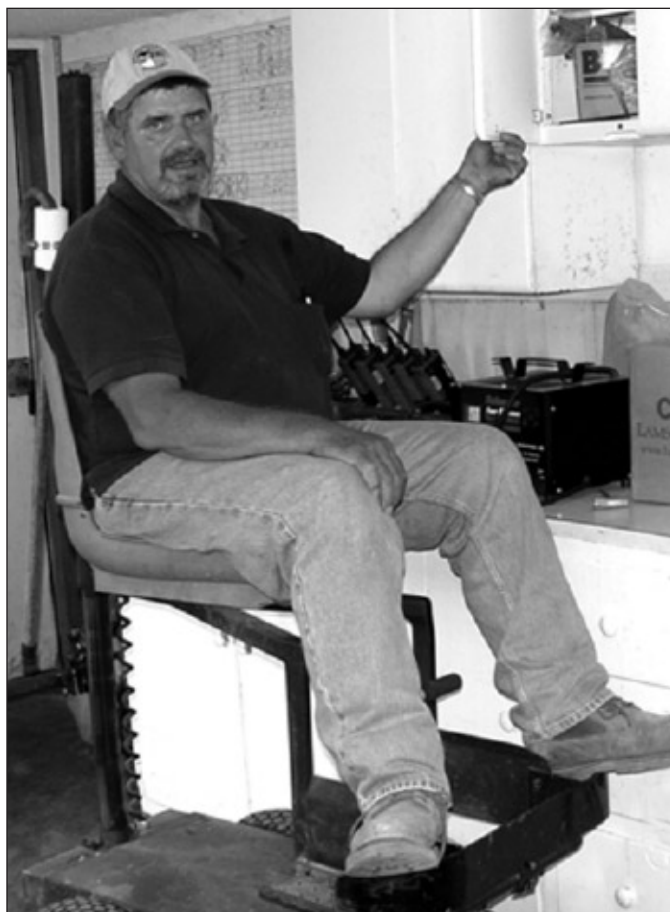
Assistive technology services include evaluation, design, customization, adaptation, maintenance, repair, therapy and technical training.

The Telecommunications Access Program (TAP) implemented by the Missouri General Assembly is an excellent resource for division counselors. This program provides adaptive equipment for persons whose disability prevents them from using traditional telephones. The program also provides telecommunications access to the Internet and e-mail in the home for individuals unable to communicate via computer due to a disability.

Within various regions of Missouri, the division has counselors who specialize in information technology. These specialists serve as consultants for other division staff and consumers regarding:

- the availability of assistive technology services for students in secondary education programs.
- the availability of services/vendors in particular regions.
- TAP and the demonstration equipment sites funded by the program that are located in the CILs around the state.

In April 2007, Missouri Assistive Technology sponsored the statewide Power Up 2007 Conference and Expo that was open to service providers, consumers, independent living specialists, division staff and other professionals in the rehabilitation field. The division was an exhibitor, and its professional staff attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life for people with disabilities.



David Hofstetter, a former VR consumer, uses a customized scooter with an elevating chair in his home and farm operation. VR funded the scooter along with other assistive devices and equipment modifications. In David's case, VR worked with the Missouri AgrAbility Project, a program that assists people with disabilities who work in agriculture.

Photo courtesy of Brad Marsh, Missouri AgrAbility Project

Underserved Populations and Workplace Diversity

Improving services for underserved populations and workplace diversity are two significant priorities for the division and the council. Figure 9 (page 22) reflects the closure percentages by race for FY06 and FY07. This chart illustrates that African-American consumers continue to represent disproportionately higher rates of outcomes that are unsuccessful. The division remains committed to improving services, increasing employment outcomes and reducing the number of consumers from underserved populations who drop out prior to receiving services.

Cultural Diversity and Underserved Populations

During FY07, the division provided joint training sessions with community rehabilitation programs on a variety of cultural diversity topics such as immigration, workplace diversity, serving diverse clientele, Hispanic diversity and communication, and issues in deaf culture.

VR conducted an analysis of need, which indicated that individuals with disabilities from Hispanic communities are underserved. The analysis also revealed that VR services are not reaching many individuals in the Hispanic population. Multiple Missouri counties have seen dramatic increases in the number of individuals from Hispanic cultures in recent years. The division continues to utilize the following strategies to address this area of need:

- The division funds two Innovation and Expansion (I&E) grants with CRPs to increase services for the Hispanic population in Missouri. These I&E grants were awarded to AO Employment Services of Springfield and Jewish Vocational Service of Kansas City. Both CRPs serve particular counties that have a high proportion of Hispanic residents. The grants facilitate outreach in the Hispanic community, cultivate new referral sources and assist individuals with employment services.
- The division continues to utilize an in-service training grant from RSA that is earmarked for staff development and outreach activities to better serve people from Hispanic and underserved communities. One of the first activities under the grant was to hire hourly, bilingual rehab technicians to work with both division and CRP staff. The techs are located in the Joplin and Kansas City Downtown VR offices, enabling them to work closely with the I&E grantees.
- The division employed a part-time diversity consultant to assist with improving services to other underserved areas, develop training programs and establish outreach strategies for consumers from diverse cultures. During FY07, the diversity consultant worked with division counselors in the southeast Missouri area to assist with serving clients from diverse cultures.
- The division assigned an advisory committee composed of CRP staff, the diversity consultant and other VR district office staff. This group meets periodically throughout the year to develop strategies for serving individuals from diverse cultures, staff development activities and outreach. The committee also assesses the future needs of underserved populations.



VR uses staff training programs to improve services to underserved populations. Standing (left to right) are Eunice Harris and Richard Presberry who conducted diversity training for VR management at Tan-Tar-A, Osage Beach in October 2007.

Underserved Populations and Workplace Diversity (continued)

Closure Percentages by Ethnicity* (comparison of FY06 and FY07 consumers)						
Status	White		African-American		Other	
Successful employment outcomes	81%	82%	16%	15%	3%	3%
Closed unsuccessful after services	78%	74%	19%	23%	3%	3%
Closed after eligibility before services	74%	75%	23%	22%	3%	3%
	FY06	FY07	FY06	FY07	FY06	FY07

*Percentages reflect the total number of consumers in each status.

Figure 9

Diversity in the Workplace

The division continues to work hard to recruit, hire and maintain a diverse workforce. Figure 10 shows the specific categories of division employees as of Sept. 30, 2007.

The division recruits individuals with culturally diverse backgrounds. All job openings are listed with the division's and "Great Hires" Web pages, and vacancies are advertised in local newspapers as well as traditional African-American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities (HBCUs), such as Lincoln University in Jefferson City, Mo.; Southern University in Baton Rouge, La.; Fort Valley State College in Fort Valley, Ga.; and Mississippi State in Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs and various community programs.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. At the time of this report, approximately 16 percent of the counselor positions are held by persons with disabilities.

In addition to the division's recruitment efforts, all staff participate in cultural diversity training. This ongoing training has received positive feedback and is an outcome of one of the Cultural Diversity Team's recommendations. Diversity training continues to be an integral part of the division's professional development activities.

Consumer Satisfaction

The division's consumer satisfaction survey (page 28) illustrates that 91 percent of African-American consumers felt that they were treated with respect. Other results showed that 91 percent of respondents felt that they were involved in making choices about their career goals and VR services. In addition, 90 percent of African-Americans responding to the survey said that information and services were readily available.

Employee Diversity FY07

Employees with Disabilities

Counselors	16%
District and assistant supervisors	10%
Administrators	11%
Total professional staff	14%
Support staff	8%

Minority Employees

Counselors	13%
African-American	11%
Other	2%
District and assistant supervisors	10%
Administrators	7%
African-American	7%
Total professional staff	12%
Support staff	19%
African-American	15%
Other	5%

Employees by Gender

Counselors	
Male	22%
Female	78%
District and assistant supervisors	
Male	47%
Female	53%
Administrators	
Male	40%
Female	60%
Total professional staff	
Male	28%
Female	72%
Support staff	
Male	4%
Female	96%

Figure 10



LOIS PRETTYMAN

WHILE SHE WAITED FOR HER NAME TO BE CALLED, LOIS PRETTYMAN BECAME OVERWHELMED BY A RUSH OF EMOTIONS. NERVOUS, ELATED, MELANCHOLY AND PROUD — ALL ARE WORDS THAT DESCRIBE HOW SHE FELT DURING THE BARNES-JEWISH COLLEGE OF NURSING AND ALLIED HEALTH HONORS CONVOCATION CEREMONY LAST MAY. LOIS GRADUATED WITH HONORS AND RECEIVED BOTH A BACHELOR OF SCIENCE DEGREE AND A CLINICAL LAB SCIENCE DEGREE.

In May 2007, Lois completed a four-year cooperative program between Barnes-Jewish Hospital and the University of Missouri-St. Louis (UMSL). She studied three years at UMSL for a medical technologist degree and completed the fourth year performing clinicals at Barnes-Jewish. She did this while maintaining a 4.0 grade point average.

However, Lois' life has not always been full of such great accomplishments. Her bipolar disorder often made it difficult for her to maintain employment.

Twenty years ago, Lois worked her way up the career ladder at a bank in Florida, but her disability affected her job performance. Her disorder became so severe that she was unable to secure successful employment. Lois was forced to seek Social Security (SS) disability benefits in 1993. That was when she first sought the help of Vocational Rehabilitation (VR).

While living in Florida, she worked with VR to obtain a degree in psychology. Yet even with a college diploma, she was not able to find suitable employment.

When her husband's company transferred him to Missouri in 1998, the family settled in Chesterfield. Still wanting to pursue a career, Lois began investigating avenues to reach her goal. She learned about the Ticket to Work program through the Internet. The Social Security Administration runs this program

for individuals who receive SS disability benefits and would like to work. Disability beneficiaries receive assistance in obtaining vocational rehabilitation and employment services.

Working through the program, Lois contacted the St. Charles VR office in 2002. She met her counselor, Lydia Mitchell, and they began career exploration and vocational planning. A vocational evaluation revealed what Lois had already known — a job in the medical field would suit her well. Lois had always wanted to work as a medical technologist, so she and Mitchell agreed on a clinical lab science program. After much research, Lois found that she could take the majority of her classes at UMSL while finishing at Barnes-Jewish.

Though VR funded her education at both schools, at times Lois paid for a portion of her books and fees. By assuming this responsibility, Mitchell knew that Lois had a "real investment in her program."

Two months before she graduated, Lois was offered a job by Barnes-Jewish Hospital. She was hired as a full-time medical technologist thanks to her strong work ethic and exceptional performance during her hematology clinical rotation. Her supervisors were flexible in scheduling part-time hours until graduation. ►

▶ SPOTLIGHTING LOIS PRETTYMAN AND TYRONE FLOWERS

As a condition of employment, Lois was required to secure licensure with the American Society of Clinical Pathologists and the National Credentialing Agency. VR covered the cost for both licenses.

Lois loves her job. She enjoys working with her supervisor and everyone in the hematology department. She tests for diseases such as mononucleosis and sickle cell anemia; her extensive training and expertise enable her to recognize abnormal lab results and determine the next step to take. Lois' work is pivotal in disease diagnosis.

Mitchell has supported Lois' decisions throughout the VR process. "Lois has been a pleasure to work with," Mitchell said. "She will continue to be successful in whatever endeavors she chooses to pursue."

Lois feels strongly about the support she received from VR. "I had a very positive experience with VR,"

she said. "No one wants disability. You need to want to work and have a specific, realistic goal in mind. That is what I learned from working with VR."

Lois obviously learned much more than that. Because of her intellectual abilities, she was duly recognized throughout her academic career. She received the Dean's Honor Award for Clinical Laboratory Science, the Jean S. Schroeder Memorial Scholarship through the Clinical Laboratory Management Association and the Joyce Torrey Scholarship for Clinical Laboratory Science.

Lois gives all of the credit to her counselor and VR. "These achievements are due entirely to the help I have received from (Lydia Mitchell's) efforts through Vocational Rehabilitation," she said. "I feel excited to once again be a working, productive member of society, and I hope my future efforts will positively impact the quality of patients' lives." ○



TYRONE FLOWERS

"I'VE NEVER PUT LIMITATIONS ON (MYSELF); I ALWAYS BELIEVED I HAD POTENTIAL TO BE THE FIRST BLACK PRESIDENT." TYRONE FLOWERS HAS LIVED THIS PHILOSOPHY ALL OF HIS LIFE. THIS TYPE OF THINKING ENABLED HIM TO ACCOMPLISH GREAT THINGS — ONE BEING THE FOUNDER OF HIGHER M-PACT, AN ORGANIZATION HE CREATED TO RESHAPE AND GUIDE THE LIVES OF HIGH-RISK URBAN YOUTH WHILE OFFERING THEM HOPE AND THE OPPORTUNITY FOR A SUCCESSFUL FUTURE.

Born to teenage parents but raised by his grandparents, Tyrone's childhood was anything but stable. Thrust into the foster care system at age 7, he experienced life without direction. One bad turn of events led to another, and Tyrone found himself in the McCune School for Boys, a facility for juvenile offenders in Independence. He was only 16.

From McCune, Tyrone was placed with the

Division of Youth Services (DYS). Once released, he attended high school and began playing basketball, offering proof that he lived his life without the limitations of his upbringing.

His life philosophy would be challenged at the age of 18. In May 1988, he was shot by a teammate. Three bullets ripped through his body, leaving him paralyzed from the waist down and with limited use of his left arm. His life without limitations did ▶

not seem too promising. Or, did it?

Tyrone received physical rehabilitation at the Kansas City Rehab Institute. It was there that he became involved with Vocational Rehabilitation (VR). His counselor was Elector Anthony. Now deceased, Anthony was well-respected and loved by co-workers and VR consumers. “She believed in me,” Tyrone said. “We had a friendship.”

VR provided the resources necessary to convert Tyrone’s house into an accessible home. VR paid for a lift, a shower chair, and construction that enabled him to get into and around in his home.

Tyrone was still determined to live without limitations. The fact that he would use a wheelchair for the rest of his life did not stop him from setting and reaching goals. With help from VR, he obtained an associate degree from Penn Valley Community College in Kansas City. He then went on to receive an undergraduate degree from the University of Missouri-Columbia, majoring in sociology and minoring in psychology. VR paid for his MU education as well. From books and supplies to

I KNEW THAT HAVING
THE HEART TO WORK
WITH HIGH-RISK
YOUTH WASN'T
ENOUGH. I NEEDED
A LAW DEGREE. . .

computers and software, VR provided assistance for anything not covered by scholarships or grants.

More than just financial support, Tyrone also received emotional support from VR. He appreciated how receptive his counselor was to his needs. “Most people want to address what they think your needs are,” he said. “She listened to what my needs were.”

“Elector became more than just a counselor,” Tyrone said. “We were two individuals talking about life, not just VR. That made it more than just services.”

As a senior at MU, Tyrone completed a practicum at the McCune School for Boys, the same facility he had been incarcerated in years ago. His life had now come full circle. He spent time with the boys, discovering that they needed someone to relate to. They just wanted to talk about everyday life.

“Some didn’t even know how to tell time,” Tyrone said. “It wasn’t because they were dumb; they had

never been taught because of their lifestyle and background.”

At the time, Tyrone didn’t realize what kind of impact he was having on the boys, and vice versa. But his passion for what he was doing gave him inspiration for the future. He decided that he wanted to develop community programs for adolescents just coming out of the juvenile justice system. He felt that high-risk youth needed a program to teach them responsibility and accountability.

“That is when I decided to go to law school,” Tyrone said. “I knew that having the heart to work with high-risk youth wasn’t enough. I needed a law degree to back it up.” He knew he had to understand the juvenile justice system from the legal perspective as well as from the personal side, and VR again provided funding for Tyrone’s continuing education.

It was during law school at MU that Higher M-Pact came about. There were children at his church without Easter baskets. “I guess that was my first fundraiser,” he said. “I needed 30 baskets, so I went to Osco’s (Drug Store) for baskets at a discount, and I asked schoolmates for donations.” He said that by the end of one lunch period, “I had enough resources to buy 120 baskets.”

By the time he received his law degree in 1998, the program had grown to surpass 1,000 baskets. He had the school’s and community’s involvement, but he knew he needed consistency to keep the program alive. He created his own business cards and named his growing program Higher M-Pact.

Today, Tyrone’s organization has a board of 20 members and revenue in excess of \$300,000, all generated through donations. His wife of 13 years, Reneé, also works at Higher M-Pact and sits on the board of directors.

As evidenced by the many awards he has received, Tyrone’s accomplishments are held in high esteem. Though he admits that receiving personal recognition from the president of the United States was an amazing feeling, the award that means the most to him is the 1993 Male Volunteer Award that he received from the Jackson County Family Court for his work at McCune.

Tyrone never dwells on his past. Instead, he uses it as a tool to be successful today. “I’m no different than the guy next to me that’s walking, but I am different,” he said. “You need to realize that people with disabilities are well capable of doing (things). It’s just going to be done differently.” ○

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Consumer Satisfaction

The SRC's Program Evaluation Committee continues to survey and monitor consumer satisfaction.

Postage-paid survey cards are mailed to a random sample of closed cases — cases closed either before or after receiving services.

Consumer feedback continued to be positive during FY07. For example, of the consumers surveyed who received services, 96 percent felt that they were treated with respect; 93 percent indicated that they were involved in making choices concerning their employment goals and services. All of the results are categorized in groups such as statewide totals, disabilities, gender, race, etc. The response rate from consumers who received services was 36 percent, up from 33 percent in FY06. Survey results are listed on page 28. Separate survey results for eligible consumers who left the program before receiving services can be found on page 29. Their response rate was 21 percent.

A sample of consumer comments taken from completed survey cards can be found below.

FY07 CONSUMER COMMENTS

“ They gave me the courage to get a good job. The most beneficial act was the support and encouragement I found.

Very helpful and kind people who really want to help the individual move forward with their life.

VR helped me achieve my goals.

VR is a life changer!

The help I received exceeded my expectations.

I am very happy, and my experience with VR has really changed my life. ”

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY07)

	Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Helped me get a job		Improved quality of life		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (percentage is the number divided by the total number of who agreed and disagreed)	682	96%	4%	93%	7%	91%	9%	93%	7%	78%	22%	88%	12%	91%	9%	87%	13%
Persons with significant disabilities*	672	96%	4%	93%	7%	91%	9%	93%	7%	78%	22%	88%	12%	92%	8%	86%	14%
Successful employment outcomes	509	97%	3%	94%	6%	93%	7%	95%	5%	84%	16%	91%	9%	94%	6%	91%	9%
Unsuccessful closures after services	173	90%	10%	87%	13%	81%	19%	84%	16%	45%	55%	71%	29%	79%	21%	64%	36%
African-Americans*	83	91%	9%	90%	10%	89%	11%	91%	9%	79%	21%	85%	15%	89%	11%	87%	13%
Males*	357	96%	4%	94%	6%	91%	9%	93%	7%	78%	22%	88%	12%	91%	9%	88%	12%
Females*	325	95%	5%	92%	8%	91%	9%	93%	7%	77%	23%	88%	12%	92%	8%	83%	17%
Supported employment employees*	144	97%	3%	94%	6%	92%	8%	91%	9%	85%	15%	87%	13%	90%	10%	87%	13%
Persons with mental retardation*	92	97%	3%	95%	5%	94%	6%	89%	11%	88%	12%	82%	18%	92%	8%	89%	11%
Persons with mental illness*	115	90%	10%	85%	15%	85%	15%	90%	10%	73%	27%	84%	16%	86%	14%	76%	24%
Persons with deafness/hard of hearing*	97	99%	1%	96%	4%	97%	3%	96%	4%	85%	15%	96%	4%	97%	3%	93%	7%
Persons with traumatic brain injury*	18	93%	7%	93%	7%	92%	8%	92%	8%	77%	23%	92%	8%	93%	7%	71%	29%
Persons with alcohol/drug dependency*	12	100%	0%	100%	0%	100%	0%	100%	0%	86%	14%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities*	44	90%	10%	90%	10%	83%	17%	90%	10%	71%	29%	79%	21%	83%	17%	73%	27%
Persons with orthopedic impairments*	16	95%	5%	95%	5%	88%	12%	89%	11%	72%	28%	89%	11%	91%	9%	90%	10%

*Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

**Individuals who responded "NA" are not included in the percentages shown.

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY07)

	Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (percentage is the number divided by the total number of who agreed and disagreed)	539	87%	13%	78%	22%	76%	24%	80%	20%	76%	24%	72%	28%
Persons with significant disabilities*	513	88%	12%	80%	20%	78%	22%	81%	19%	78%	22%	73%	27%
African-Americans*	119	91%	9%	85%	15%	87%	13%	87%	13%	83%	17%	76%	24%
Males*	282	84%	16%	78%	22%	76%	24%	77%	23%	74%	26%	68%	32%
Females*	257	90%	10%	79%	21%	77%	23%	83%	17%	79%	21%	76%	24%
Persons with mental retardation*	84	83%	17%	83%	17%	75%	25%	85%	15%	78%	22%	74%	26%
Persons with mental illness*	140	88%	12%	81%	19%	77%	23%	84%	16%	78%	22%	79%	21%
Persons with deafness/hard of hearing*	17	100%	0%	91%	9%	90%	10%	89%	11%	90%	10%	50%	50%
Persons with traumatic brain injury*	20	87%	13%	73%	27%	71%	29%	93%	7%	73%	27%	60%	40%
Persons with alcohol/drug dependency*	16	25%	75%	40%	60%	50%	50%	60%	40%	33%	67%	0%	100%
Persons with specific learning disabilities*	23	87%	13%	80%	20%	93%	7%	85%	15%	87%	13%	64%	36%
Persons with orthopedic impairments*	4	86%	14%	72%	28%	78%	22%	76%	24%	75%	25%	100%	0%

*Total responses of eligible consumers who have left the program before receiving services.

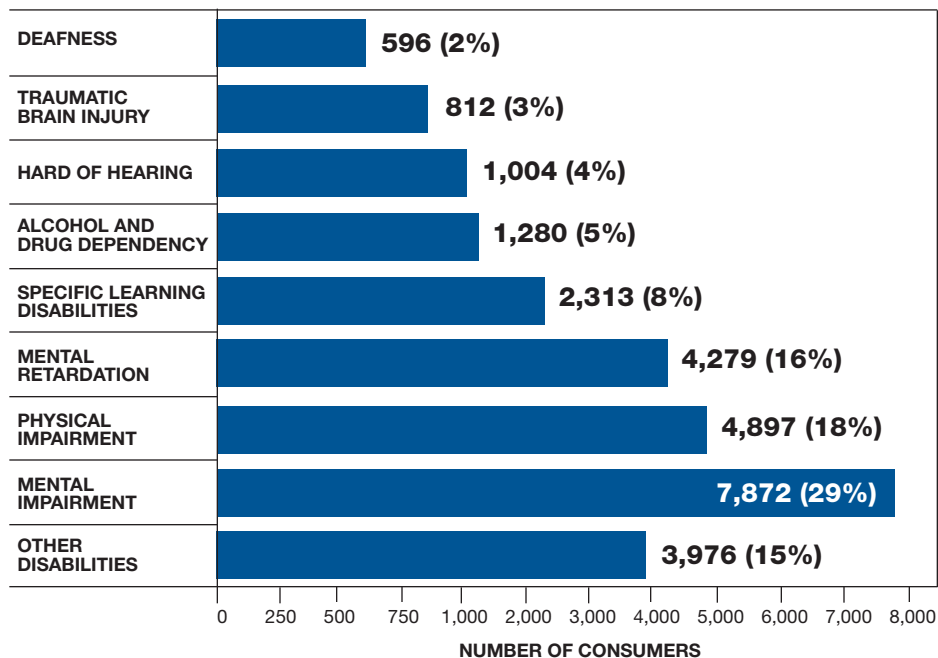
**Individuals who responded "NA" are not included in the percentages shown.

Disability Categories

OF THE 27,029 ELIGIBLE CONSUMERS

Fiscal Year 2007

TYPES OF DISABILITY

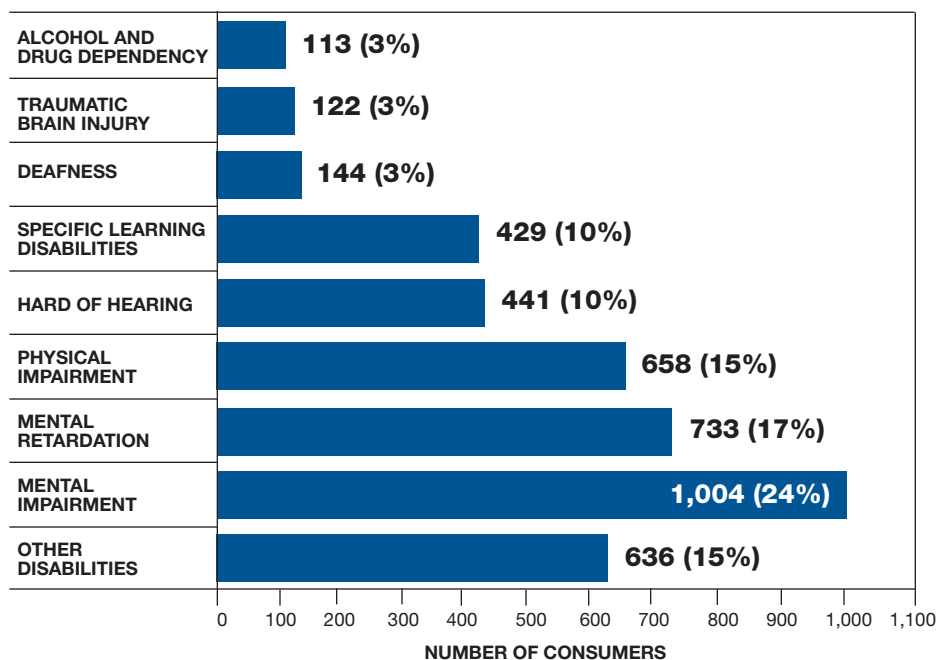


Disability Categories

OF THE 4,280 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2007

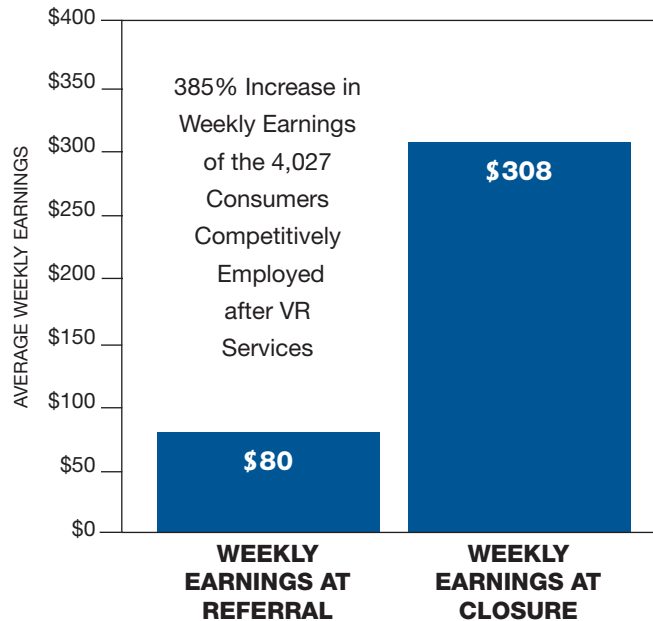
TYPES OF DISABILITY



Impact Of VR Services

ON WEEKLY EARNINGS OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2007



With an increase in average weekly earnings of \$228 for the 4,027 competitively employed consumers, the total annual increase in income, from referral to closure, amounts to \$47,744,112.

Characteristics OF THE CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2007

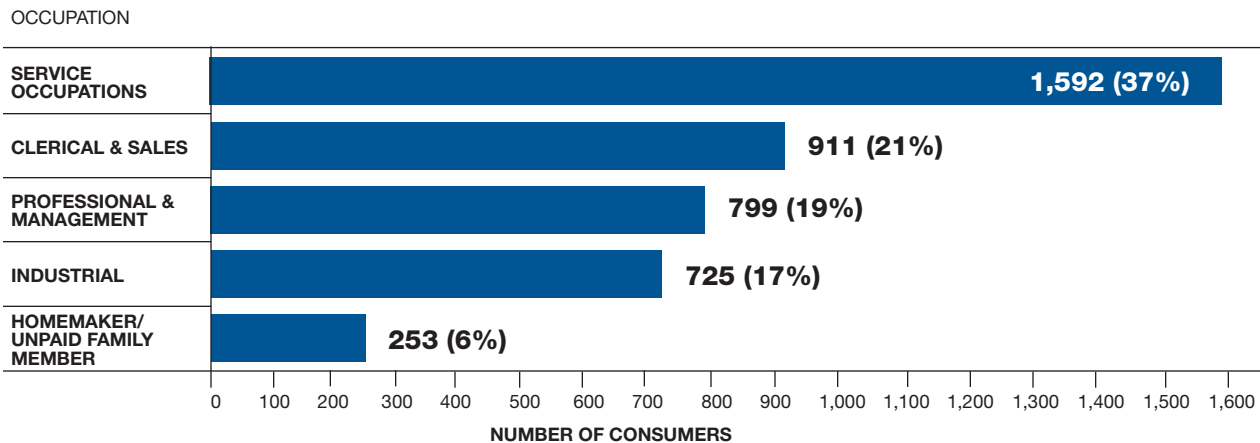
GENDER	Number	Percentage
Male	2,331	54%
Female	1,949	46%
Total	4,280	100%

ETHNICITY	Number	Percentage
White	3,491	82%
African-American	639	15%
Hispanic	69	1%
American Indian	52	1%
Asian	25	<1%
Pacific Islander	4	<1%
Total	4,280	100%

AGE	Number	Percentage
Less than 20 years	377	8%
20 through 34	1,653	39%
35 through 44	772	18%
45 through 64	1,269	30%
65 and over	209	5%
Total	4,280	100%

Occupations OF 4,280 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2007



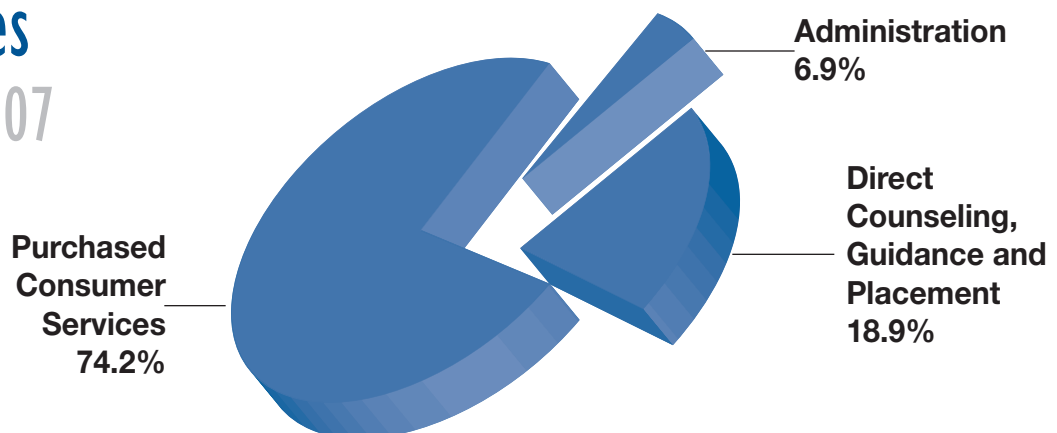
Standards AND PERFORMANCE INDICATORS REPORT

Fiscal Year 2007

INDICATORS	Federal Standards	Missouri VR Results
1.1 Change in Employment Outcomes	≥ previous year	+128
1.2 Percent of Employment Outcomes	55.8%	67.7%
1.3 Competitive Employment Outcomes	72.6%	94.1%
1.4 Competitive Employment Outcomes with a Significant Disability	62.4%	98.3%
1.5 Ratio of Exit Wage to State Average Pay	.52	.53
1.6 Difference in the Exiter vs. Application Income as a Single Source of Support	53%	56.1%
2.1 Service Rate of Minority to Non-Minority Individuals with Disabilities	.80	.88

Expenditures

Fiscal Year 2007



Centers for Independent Living

Access II Independent Living Center

611 W. Johnson Street
Gallatin, MO 64640-1280
Debby Hawman, Executive Director
Phone: (660) 663-2423
TTY: (660) 663-2663
Fax: (660) 663-2517
Web site: www.accessii.org

Boothel Area Independent Living Center

719 Teaco Road (63857-3741)
P.O. Box 326
Kennett, MO 63857-0326
Tim Shaw, Executive Director
Phone & TTY: (573) 888-0002
Toll free: (888) 449-0949
Fax: (573) 888-0708
Web site: www.bails.org

Delta Center for Independent Living

5933 Highway 94 South, Suite 107
St. Charles, MO 63304-5608
Nancy Murphy, Executive Director
Phone & TTY: (636) 926-8761
Toll free: (866) 727-3245
Fax: (636) 447-0341
Web site: www.dcil.org

Disabled Citizens Alliance for Independence

#8 Missouri Avenue (65566-8633)
P.O. Box 675
Viburnum, MO 65566-0675
Rich Blakley, Executive Director
Phone: (573) 244-5402
TTY: (573) 244-3315
Fax: (573) 244-5609
E-mail: dcitizen@misn.com

Disability Resource Association

420B S. Truman Boulevard
Crystal City, MO 63019-1726
Craig Henning, Executive Director
Phone: (636) 931-7696
TTY: (636) 937-9016
Fax: (636) 937-9019
Web site: www.disabilityresourceassociation.org

Heartland, Inc.

1010 Highway 28 West
P.O. Box 578
Owensville, MO 65066-0578
Goldie Parrett, Executive Director
Phone: (573) 437-5100
Fax: (573) 437-5111
E-mail: hilc@fidnet.com

Independent Living Center of Southeast MO

511 Cedar Street
Poplar Bluff, MO 63901-7301
Bruce Lynch, Executive Director
Phone & TTY: (573) 686-2333
Toll free: (888) 890-2333
Fax: (573) 686-0733
Web site: www.ilcsemo.org

Independent Living Resource Center

3620 W. Truman Boulevard
P.O. Box 6787
Jefferson City, MO 65102-6787
Stephanie Cox, Executive Director

Phone: (573) 556-0400
TTY: (573) 634-3876
Toll free: (877) 627-0400
Fax: (573) 556-0402
Web site: www.ilrcjcmo.org

Living Independently for Everyone

725 E. Karsch Boulevard (63640-3006)
P.O. Box 967
Farmington, MO 63640-0967
Tim Azinger, Executive Director
Phone: (573) 756-4314
TTY: (573) 760-1402
Toll free: (800) 596-7273
Fax: (573) 756-3507
Web site: www.lifecilmo.org

Midland Empire Resources for Independent Living

4420 S. 40th Street
St. Joseph, MO 64503
Debbie Merritt, Executive Director
Phone: (816) 279-8558
TTY: (816) 279-4943
Toll free: (800) 242-9326
Fax: (816) 279-1550
Web site: www.meril.org

North East Independent Living Services

142 Jaycee Drive
Hannibal, MO 63401-3673
Polly Nicholson, Interim Exec. Director
Phone & TTY: (573) 221-8282
Toll free: (877) 713-7900
Fax: (573) 221-9445
Web site: www.neilscnter.org

On My Own, Inc.

111 N. Elm Street
Nevada, MO 64772-2609
Jennifer Grundy, Executive Director
Phone: (417) 667-7007
Toll free: (800) 362-8852
Fax: (417) 667-6262
Web site: www.onmyown.com

Ozark Independent Living

109 Aid Avenue
West Plains, MO 65775-3529
Cindy Moore, Executive Director
Phone: (417) 257-0038
Toll free & TTY: (888) 440-7500
Fax: (417) 257-2380
Web site: www.ozarkcil.com

Paraquad, Inc.

5240 Oakland Avenue
St Louis, MO 63110-1436
Bob Funk, Executive Director
Phone: (314) 289-4200
TTY: (314) 289-4252
Fax: (314) 289-4201
Web site: www.paraquad.org

Rural Advocates for Independent Living

1100 S. Jamison Street
Kirksville, MO 63501-3944
Theresa Myers, Executive Director
Phone: (660) 627-7245

TTY: (660) 627-0614
Toll free: (888) 295-6461
Fax: (660) 665-9849
E-mail: center@cableone.net

SEMO Alliance for Disability Independence, Inc.

121 S. Broadview Street, Suite 12
Cape Girardeau, MO 63703-5702
Miki Gudermuth, Executive Director
Phone & TTY: (573) 651-6464
Toll free: (800) 898-7234
Fax: (573) 651-6565
Web site: www.sadi.org

Services for Independent Living

1401 Hathman Place
Columbia, MO 65201-5552
Aimee Wehmeier, Executive Director
Phone: (573) 874-1646
TTY: (573) 874-4121
Fax: (573) 874-3564
Web site: www.silcolumbia.org

SW Center for Independent Living

2864 S. Nettleton Avenue
Springfield, MO 65807-5970
Gary Maddox, Executive Director
Phone & TTY: (417) 886-1188
Toll free: (800) 676-7245
Fax: (417) 886-3619
Web site: www.swcil.org

The Independent Living Center, Inc.

1001 E. 32nd Street
Joplin, MO 64804-2809
Jeff Flowers, Executive Director
Phone: (417) 659-8086
TTY: (417) 659-8702
Toll free: (800) 346-8951
Fax: (417) 659-8087
Web site: www.ilcenter.org

The Whole Person, Inc.

3420 Broadway, Suite 105
Kansas City, MO 64114
David Robinson, Executive Director
Phone: (816) 561-0304
TTY: (816) 627-2201
Toll free: (800) 878-3037
Fax: (816) 753-8163
Web site: www.thewholeperson.org

Tri-County Center for Independent Living

1420 Highway 72 East
Rolla, MO 65401
Victoria Evans, Executive Director
Phone & TTY: (573) 368-5933
Fax: (573) 368-5991
Web site: www.tricountycenter.com

West-Central Independent Living Services

710 N. College, Suite D
Warrensburg, MO 64093-1220
Lyman Trachsler, Executive Director
Phone: (660) 422-7883
TTY: (660) 422-7894
Toll free: (800) 236-5175
Fax: (660) 422-7895
Web site: www.w-ils.org

Community Rehabilitation Program Providers

Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A
Arnold, MO 63010-1036
Annette Kendrick, Director
Phone: (636) 282-0593
Fax: (636) 282-4477
E-mail: amkendrick@dsjc.org

AO Employment Services

2626 W. College Road
Springfield, MO 65802-4637
Bontiea Goss, Chief Operating Officer
Phone: (417) 869-9911
Fax: (417) 869-1625
Web site: www.aoinc.org

- *Camdenton Satellite*
Camdenton, MO
- *Cape Girardeau Satellite*
Cape Girardeau, MO
- *Farmington Satellite*
Farmington, MO
- *Joplin Satellite*
Joplin, MO
- *Lake St. Louis Satellite*
Lake St. Louis, MO
- *Nevada Satellite*
Nevada, MO
- *Poplar Bluff Satellite*
Poplar Bluff, MO
- *Rolla Satellite*
Rolla, MO
- *St. Louis Satellite*
St. Louis, MO
- *St. Louis South Satellite*
Sunset Hills, MO
- *Springfield Satellite*
Springfield, MO
- *West Plains Satellite*
West Plains, MO

Center for Human Services – CHS Jobs

1500 Ewing Drive
Sedalia, MO 65301-2396
Roger A. Garlich, Executive Director/CEO
Phone: (660) 827-2100
Fax: (660) 827-3034
Web site: www.chs-mo.org

Independence Center

4245 Forest Park Avenue
St. Louis, MO 63108-2810
Mike Keller, Executive Director
Phone: (314) 533-4245
Fax: (314) 533-7773
Web site: www.independencecenter.org

Jewish Vocational Service

1608 Baltimore Avenue
Kansas City, MO 64108-1303

Joy Foster, Executive Director
Phone: (816) 471-2808
TTY: (816) 471-7461
Fax: (816) 471-2930
Web site: www.jvskc.org

Job Point

2116 Nelwood Drive
Columbia, MO 65202-2309
Michael C. Fester, President/CEO
Phone: (573) 474-8560
Fax: (573) 474-8575
Web site: www.jobpointmo.org

- *Job Point East Branch*
Wright City, MO
- *Job Point North Branch*
Moberly, MO
- *Job Point Resource Center Branch*
Columbia, MO
- *Job Point South Branch*
Jefferson City, MO
- *Job Point West Central Branch*
Sedalia, MO
- *Job Point Wilkes Center Branch*
Columbia, MO

Kirkville Area Technical Center

1103 S. Cottage Grove Avenue
Kirkville, MO 63501-3977
Terri Jones, Director
Phone: (660) 665-2865
Fax: (660) 626-1477
Web site: www.kirkville.k12.mo.us/Tech_Center/

MERS/Missouri Goodwill Industries

Aftergut Center
1727 Locust Street
St. Louis, MO 63103-1703
Lewis C. Chartock, Ph.D., President/CEO
Phone: (314) 241-3464
TTY: (314) 241-4645
Fax: (314) 241-9348
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*
Cape Girardeau, MO
- *MERS Goodwill Farmington*
Farmington, MO
- *MERS Goodwill Franklin County Area*
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*
Brentwood, MO
- *MERS Goodwill North County Area*
Florissant, MO
- *MERS Goodwill Poplar Bluff*
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*
St. Charles, MO

- *MERS Goodwill South County Area*
St. Louis, MO
- *MERS Goodwill Springfield*
Springfield, MO

Missouri Rehabilitation Center

600 N. Main
Mt. Vernon, MO 65712-1004
Steve Patterson, Director Operations
Phone: (417) 466-3711
TTY: (800) 735-2966
Fax: (417) 461-5770
Web site: www.muhealth.org/morehab

The Center for Head Injury Services

11786 Westline Industrial Drive
St. Louis, MO 63146-3402
Donna Gunning, Executive Director
Phone: (314) 983-9230
Fax: (314) 983-9235
Web site: www.headinjuryctr-stl.org

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1739
Larry Jones, President/CEO
Phone: (816) 842-7425
TTY: (816) 421-1232
Fax: (816) 842-2632
Web site: www.mokangoodwill.org

- *Chillicothe Satellite*
Chillicothe, MO
- *St. Joseph Satellite*
St. Joseph, MO

The Rehabilitation Institute

3011 Baltimore
Kansas City, MO 64108-3403
Don Harkins, President/CEO
Phone: (816) 751-7700
TTY: (816) 751-7836
Fax: (816) 751-7983
Web site: www.rehabkc.org

- *Independence Satellite*
Independence, MO
- *St. Joseph Satellite*
St. Joseph, MO
- *Warrensburg Satellite*
Warrensburg, MO

Truman Employment Service

2211 Charlotte
Kansas City, MO 64108-2733
John Bluford, Chief Executive Officer
Phone: (816) 404-3500
Fax: (816) 404-3508
Web site: www.trumed.org

Supported Employment Service Providers

Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A
Arnold, MO 63010-1036
Annette Kendrick, Director
Phone: (636) 282-4477
Fax: (636) 282-0843
E-mail: amkendrick@dsjc.org

Alternative Community Training, Inc.

2200 Burlington Street
Columbia, MO 65202-1987
Mark Hassemer, Executive Director
Phone: (573) 474-4446
TTY: (573) 474-1199
Fax: (573) 474-7458
Web site: www.actservices.org

AO Employment Services

2626 W. College Road
Springfield, MO 65802-4637
Bontiea Goss, Chief Operating Officer
Phone: (417) 869-8911
Fax: (417) 869-1625
Web site: www.aoinc.com

- *Camdenton Satellite*
Camdenton, MO
- *Cape Girardeau Satellite*
Cape Girardeau, MO
- *Farmington Satellite*
Farmington, MO
- *Joplin Satellite*
Joplin, MO
- *Lake St. Louis Satellite*
Lake St. Louis, MO
- *Nevada Satellite*
Nevada, MO
- *Poplar Bluff Satellite*
Poplar Bluff, MO
- *Rolla Satellite*
Rolla, MO
- *St. Louis Satellite*
St. Louis, MO
- *St. Louis South Satellite*
Sunset Hills, MO
- *Springfield Satellite*
Springfield, MO
- *West Plains Satellite*
West Plains, MO

Arthur Center

321 W. Promenade Street
Mexico, MO 65265-2719
Terry Mackey, President
Phone: (573) 582-1234
Fax: (573) 582-7304
E-mail: tmackey@arthurcenter.com

- *Fulton Satellite*
Options Unlimited
Fulton, MO

- *Mexico Satellite*
Options Unlimited
Mexico, MO

Assisted Independence, Inc.

2400 Frederick Avenue, Suite 400
St. Joseph, MO 64506
Rolla G. Johnson, Jr., President
Phone: (816) 671-1225
Fax: (816) 671-0498
E-mail: assistedindependence@hotmail.com

Audrain Handicapped Services

308 E. Jackson Street
Mexico, MO 65265-2823
Tim M. Crews, Executive Director
Phone: (573) 581-8210
Fax: (573) 581-5204
E-mail: tmcrews@ahs.net

- *ACES (Audrain County Supported Employment Services)*
Mexico, MO

Casco Area Workshop, Inc.

1800 W. Vine Street
Harrisonville, MO 64701-4022
Peggy Kutchback, Executive Director
Phone: (816) 380-7359
Fax: (816) 380-7363
E-mail: casco-aw@embarqmail.com

Center for Human Services – CHS Jobs

1500 Ewing Drive
Sedalia, MO 65301-2396
Roger A. Garlich, Executive Director/CEO
Phone: (660) 826-4400
Fax: (660) 827-3034
Web site: www.chs-mo.org

Choices for People Center for Citizens with Disabilities

1815 Forum Drive
Rolla, MO 65401-4511
Bob Pellegrin, Executive Director
Phone: (573) 364-7444
TTY: (800) 735-2966
Fax: (573) 364-5370
Web site: www.choicesforpeoplecenter.org

College for Living

Parquad
5240 Oakland Avenue
St. Louis, MO 63110-1436
Guan Hollins, Director
Phone: (314) 289-4220
Fax: (314) 567-1559
E-mail: ghollins@paraquad.org

Community Employment, Inc.

1774 1/2 S. Grant Avenue
Springfield, MO 65807-1959
Jenny Smith, General Manager

Phone: (417) 869-4906 or (417) 869-4907
Fax: (417) 869-4840
E-mail: jenny@communityemploymentinc.com
• *Joplin Satellite*
Joplin, MO

Community Health Plus, BJC Behavioral Health

1430 Olive, Suite 500
St. Louis, MO 63103-2377
Mark Stansberry, Executive Director
Phone: (314) 206-3700
TTY: (314) 206-3837
Fax: (314) 206-3708
Web site: www.bjc.org

Community Living, Inc.

1040 St. Peters Howell Road
St. Peters, MO 63376-5259
Barb Griffith, Executive Director
Phone: (636) 970-2800
Fax: (636) 970-2810
Web site: www.cliservices.org

Community Opportunities

44 Opportunity Court
P.O. Box 420
Troy, MO 63379-0420
Mary Sullivan-Thomas, Executive Director
Phone: (636) 462-7695
Fax: (636) 528-5514
E-mail: mary@macdds.org

Community Options

801-B Washington Street
Chillicothe, MO 64601-2231
Joyce Jacobs, Executive Director
Phone: (660) 646-0109
Fax: (660) 646-2808
E-mail: jds@cmuonline.net

Comprehensive Mental Health Services, Inc.

10901 E. Winner Road (64052-3755)
P.O. Box 520169
Independence, MO 64052-0169
William H. Kyles, President/CEO
Phone: (816) 254-3652
Fax: (816) 257-2575
Web site: www.thecmhs.com

Developmental Center of the Ozarks

1545 E. Pythian Street
Springfield, MO 65802-2139
Allan McKelvy, Executive Director
Phone: (417) 829-0850
TTY: (417) 831-1545
Fax: (417) 831-7539
Web site: www.dcoonline.com

- *Taney County Satellite*
Branson, MO

Supported Employment Service Providers (continued)

Diverse Options

807 Gulf Street (64759-1238)
P.O. Box 562
Lamar, MO 64759-0562
Melinda Wilson, CEO
Phone: (417) 682-5260
Fax: (417) 682-5260
E-mail: diverseopt@sbcglobal.net

Employment Solutions

1501 E. Pythian Street
Springfield, MO 65802-2139
Gene Barnes, President/CEO
Phone: (417) 864-7887
Fax: (417) 864-4307
E-mail: gbarnes@thearcoftheozarks.org

- *Bolivar Satellite*
Bolivar, MO
- *Monett Satellite*
Monett, MO

Endless Options, Inc.

222 E. Davis Street
Fayette, MO 65248-1430
Debra Miller, Executive Director
Phone: (660) 248-5233
Fax: (660) 248-3779
E-mail: endlessoptions@sbcglobal.org

High Hope Employment Services, Inc.

P.O. Box 67
Milan, MO 63556-0067
Kim Kriegel, Executive Director
Phone: (660) 265-4614
Fax: (660) 265-3016
E-mail: kimkriegel@alltel.net

Ideal Employment Services

601 N. Thornton Street
Richmond, MO 64085-1459
Bob McCorkendale, Manager Director
Phone: (816) 470-7137
Fax: (816) 776-8935
E-mail: rmcork@accessmo.us

Independence Center

4245 Forest Park Avenue
St. Louis, MO 63108-2810
Mike Keller, Executive Director
Phone: (314) 533-4245
Fax: (314) 533-7773
Web site: www.independencecenter.org

JESS

7020 Chippewa Street
St. Louis, MO 63119-5602
Mary Davies, Acting Executive Director
Phone: (314) 644-1913
Fax: (314) 644-0461
Web site: www.jessinc.org

- *St. Peters Satellite*
St. Peters, MO

Job Point

2116 Nelwood Drive
Columbia, MO 65202-2309
Michael C. Fester, President/CEO
Phone: (573) 474-8560
Fax: (573) 474-8575
Web site: www.jobpointmo.org

- *Job Point East Branch*
Wright City, MO
- *Job Point North Branch*
Moberly, MO
- *Job Point Resource Center Branch*
Columbia, MO
- *Job Point South Branch*
Jefferson City, MO
- *Job Point West Central Branch*
Sedalia, MO

Judevine Center for Autism

4011 Papin Street
St. Louis, MO 63110-1731
Rebecca Blackwell, Executive Director
Phone: (314) 432-6200
Fax: (314) 849-2721
Web site: www.judevine.org

Learning Opportunities Quality Works, Inc.

P.O. Box 254
Monroe City, MO 63456-0254
Wendy Hays, Executive Director
Phone: (573) 735-4282
Fax: (573) 735-2580
Web site: www.loqw.com

- *Hannibal Satellite*
Hannibal, MO
- *Kirkville Satellite*
Kirkville, MO

Life Skills Foundation

10176 Corporate Square Drive,
Suite 100
St. Louis, MO 63132-2924
Wendy Sullivan, President
Phone: (314) 567-7705
Fax: (314) 567-6539
Web site: www.lifeskills-stl.org

- *St. Charles Satellite*
St. Charles, MO

MERS/Missouri Goodwill Industries

Aftergut Center
1727 Locust Street
St. Louis, MO 63103-1703
Lewis C. Chartock, Ph.D., President/CEO
Phone: (314) 241-3464
TTY: (314) 241-4645
Fax: (314) 241-9348
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*
Cape Girardeau, MO

- *MERS Goodwill Farmington*
Farmington, MO
- *MERS Goodwill Franklin County Area*
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*
Brentwood, MO
- *MERS Goodwill North County Area*
Florissant, MO
- *MERS Goodwill Poplar Bluff*
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*
St. Charles, MO
- *MERS Goodwill South County Area*
St. Louis, MO
- *MERS Goodwill Springfield*
Springfield, MO

Pathways Community Behavioral Healthcare, Inc.

1800 Community Drive
Clinton, MO 64735-8804
Mel Fetter, President/CEO
Phone: (660) 885-8131
Fax: (660) 885-2393
Web site: www.pathwaysonline.org

Pike County Agency for Developmental Disabilities

900 Independence Drive
Bowling Green, MO 63334-2440
Betsy Barnes, Executive Director
Phone: (573) 324-5493
TTY: (573) 324-3553
Fax: (573) 324-6391
E-mail: bbarnespcadd@sbcglobal.net

Rediscover

901 N.E. Independence Avenue
Lee's Summit, MO 64086-5544
Alan Flory, President
Phone: (816) 246-8000
Fax: (816) 246-8207
E-mail: alflory@rediscovermh.org

- *South Satellite*
Kansas City, MO

The Center for Head Injury Services

11786 Westline Industrial Drive
St. Louis, MO 63146-3402
Donna Gunning, Executive Director
Phone: (314) 983-9230
Fax: (314) 983-9235
Web site: www.headinjuryctr-stl.org

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1739
Larry Jones, President/CEO
Phone: (816) 842-7425
TTY: (816) 421-1232
Fax: (816) 842-2632

Supported Employment Service Providers (continued)

Web site: www.mokangoodwill.org

- *St. Joseph Satellite*
St. Joseph, MO

The Rehabilitation Institute

3011 Baltimore
Kansas City, MO 64108-3403
Don Harkins, President/CEO
Phone: (816) 751-7700
TTY: (816) 751-7836
Fax: (816) 751-7983
Web site: www.rehabkc.org

- *Independence Satellite*
Independence, MO
- *Warrensburg Satellite*
Warrensburg, MO

St. Louis ARC

1816 Lackland Hill Parkway, Suite 200
St. Louis, MO 63146
Kathleen Meath, Executive Director
Phone: (314) 569-2211
TTY: (314) 569-2010
Fax: (314) 569-0778
Web site: www.slarc.org

Tri-County Mental Health Services, Inc.

3100 N.E. 83rd Street, Suite 1001
Kansas City, MO 64119-4460
Thomas Cranshaw, CEO
Phone: (816) 468-7088
Fax: (816) 468-6635
Web site: www.tri-countymhs.org

Truman Employment Service

2211 Charlotte
Kansas City, MO 64108-2733
John Bluford, President/Chief
Executive Officer
Phone: (816) 404-3500
Fax: (816) 404-3508
Web site: www.trumed.org

United Cerebral Palsy of Northwest Missouri

3303 Frederick Avenue
St. Joseph, MO 64506
Teresa Gagliano, Executive Director
Phone: (816) 364-3836 or (800) 404-1844
Fax: (816) 390-8546
Web site: www.ucpnwmo.org

United Cerebral Palsy of Greater St. Louis

8645 Old Bonhomme Road
University City, MO 63132-3901
Richard Forkosh, Executive Director
Phone: (314) 994-1600
Fax: (314) 781-1129
Web site: www.ucpstl.org

Unlimited Opportunities, Inc.

1620 W. Ashley Road (65233-2740)
P.O. Box 239
Boonville, MO 65233-0239
Vicki McCarrell, Executive Director
Phone: (660) 882-5576
TTY: (660) 882-8339
Fax: (660) 882-7483
Web site: www.uoi.org

Vocational Services, Inc.

935 S. Kent
Liberty, MO 64068-2236
Randy Hylton, Executive Director
Phone: (816) 781-6292
Fax: (816) 781-8797
Web site: www.vsiserve.org

Vocational Rehabilitation Offices

Cape Girardeau VR

3102 Blattner Drive, Suite 103 (63703-6326)
P.O. Box 1087
Cape Girardeau, MO 63702-1087
Phone: (573) 290-5788
Fax: (573) 290-5921
Toll free: (877) 702-9883
TTY: (573) 290-5385
Ron Parker, Supervisor

Central Office VR

3024 Dupont Circle
Jefferson City, MO 65109-6188
Phone: (573) 751-3251
Fax: (573) 751-1441
Toll free: (877) 222-8963
TTY: (573) 751-0881
C. Jeanne Loyd, Assistant Commissioner

Chillicothe VR

603 W. Mohawk Road
Chillicothe, MO 64601-3919
Phone: (660) 646-1542
Fax: (660) 646-9741
Toll free: (866) 572-4049
Robert Zirfas, Supervisor

Columbia VR

1500 Vandiver Drive, Suite 111
Columbia, MO 65202-3932
Phone: (573) 882-9110
Fax: (573) 884-5250
Toll free: (877) 222-8961
TTY: (573) 882-9117
Duane Shumate, Supervisor

Farmington VR

901 Progress Drive (63640-9102)
P.O. Box 230
Farmington, MO 63640-0230
Phone: (573) 218-6100
Fax: (573) 218-6107
Toll free: (800) 640-7110
TTY: (573) 218-6119
Jesse Sitzes, Supervisor

Hannibal VR

112 Jaycee Drive
Hannibal, MO 63401-3673
Phone: (573) 248-2410
Fax: (573) 248-2409
Toll free: (877) 222-8960
Jo Moncrief, Supervisor

Jefferson City VR

1500A Southridge Drive
Jefferson City, MO 65109-2073
Phone: (573) 751-2343
Fax: (573) 526-4474
Toll free: (866) 661-9106
Neil Harms, Supervisor

Joplin VR

801 E. 15th Street
Joplin, MO 64804-0804
Phone: (417) 629-3067
Fax: (417) 629-3148
Toll free: (877) 222-8964
Karla Bunch, Supervisor

Kansas City Downtown VR

615 E. 13th Street, Room G-3
Kansas City, MO 64106-2829
Phone: (816) 889-2581
Fax: (816) 889-2586
Teresa Nianga, Supervisor

Kansas City East VR

243 N.W. Executive Way
Lee's Summit, MO 64063-1842
Phone: (816) 622-0600
Fax: (816) 622-0610
Jay Robertson, Supervisor

Kansas City North VR

310 N.W. Englewood Road,
Suite 300
Gladstone, MO 64118-4025
Phone: (816) 467-7900
Fax: (816) 467-7924
Toll free: (877) 270-0198
TTY: (877) 270-0201
James Ankrom, Supervisor

Kansas City Transition VR

243 N.W. Executive Way
Lee's Summit, MO 64063-1842
Phone: (816) 622-0611
Fax: (816) 622-0618
Tamara Jaekels, Supervisor

Kirksville VR

1612 N. Osteopathy, Suite B
Kirksville, MO 63501-2579
Phone: (660) 785-2550
Fax: (660) 785-2552
Toll free: (877) 222-8962
James Higgins, Supervisor

Nevada VR

621 E. Highland, Suite 2
Nevada, MO 64772-1088
Phone: (417) 448-1332
Fax: (417) 448-1351
Toll free: (800) 598-3471
Raymond Drake, Supervisor

Poplar Bluff VR

1903 Northwood Drive, Suite 3
Poplar Bluff, MO 63901-2400
Phone: (573) 840-9550
Fax: (573) 840-9551
Toll free: (800) 281-9894
Donna Knodell, Supervisor

Rolla VR

1101 W. Kingshighway (65401-2922)
P.O. Box 550
Rolla, MO 65401-0550
Phone: (573) 368-2266
Fax: (573) 368-2382
Toll free: (800) 890-2867
Clarissa White, Supervisor

Sedalia VR

2115 W. Broadway
Sedalia, MO 65301-2506
Phone: (660) 530-5560
Fax: (660) 530-5567
Toll free: (800) 924-0419
Karen Wilson, Supervisor

Springfield North VR

613 E. Kearney
Springfield, MO 65803-3425
Phone: (417) 895-5863
Fax: (417) 895-5869
Toll free: (877) 222-8965
TTY: (417) 895-7934
Anita Michel, Supervisor

Springfield South VR

1735 W. Catalpa, Suite C
Springfield, MO 65807-1243
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Vocational Rehabilitation Offices (continued)

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Listing of Acronyms

ADs	Assistant Directors
ADA	Americans with Disabilities Act
ASL	American Sign Language
BLN	Business Leadership Network
CAJT	Community Access and Job Training
CAP	Client Assistance Program
CE	Consultative Examination
CILs	Centers for Independent Living
CMS	Center for Medicare and Medicaid Services (<i>previously known as Health Care Financing Administration – HCFA</i>)
CO	Central Office
COOP	Cooperative Work Experience Program
CRC	Certified Rehabilitation Counselor
CRPs	Community Rehabilitation Programs
CSAVR	Council of State Administrators of Vocational Rehabilitation
CWIC	Community Work Incentive Coordinator
DDS	Disability Determination Services
DESE	Department of Elementary and Secondary Education
DHSS	Department of Health and Senior Services
DMH	Department of Mental Health
DOs	District Offices
DOLIR	Department of Labor and Industrial Relations
DSE	Division of Special Education
DSU	Designated State Unit (<i>Voc Rehab</i>)
DVR	Division of Vocational Rehabilitation
DWD	Division of Workforce Development
DYS	Division of Youth Services
EEOC	Equal Employment Opportunity Commission
FOs	Field Offices
FTEs	Full-Time Equivalents (<i>Full-Time Employees</i>)
HBCUs	Historically Black Colleges and Universities
HR	Human Resources
I&E Grants	Innovation and Expansion Grants
IDEA	Individuals with Disabilities Education Act
IHOs	Impartial Hearing Officers
IL	Independent Living
IPE	Individualized Plan of Employment
IT	Information Technology
LCSW	Licensed Clinical Social Worker
LPC	Licensed Practical Counselor
LWIB	Labor and Workforce Investment Board
MC	Medical Consultant
MDVR	Missouri Division of Vocational Rehabilitation
MoRIS	Missouri Rehabilitation Information System
MoTAP	Missouri Transition Alliance Partnership
MOUs	Memorandums of Understanding
MRA	Missouri Rehabilitation Association
MSD	Most Significantly Disabled
MTEC	Missouri Training and Education Council
NIDRR	National Institute on Disability and Rehabilitation Research

Listing of Acronyms (continued)

OA	Office of Administration
OSEP	Office of Special Education Programs
OSERS	Office of Special Education and Rehabilitation Services
QAR	Quality Assessment Review
RCEP	Rehabilitation Continuing Education Program
RO	Regional Office
RSA	Rehabilitation Services Administration
SAM II	Statewide Advantage for Missouri (<i>Missouri's integrated financial, HR and payroll system</i>)
SESPs	Supported Employment Service Providers
SILC	State Independent Living Council
SD	Significantly Disabled
SE	Supported Employment
SR	Success Rate
SRC	State Rehabilitation Council
SS	Social Security
SSA	Social Security Administration
STATUS 08	Case Closure after Referral for Services
STATUS 26	Successful Employment Case Closure
STATUS 28	Case Closure Not Rehabilitated after IPE
STATUS 30	Case Closure Not Rehabilitated before IPE
TAP	Telecommunications Access Program
UMSL	University of Missouri-St. Louis
VA	Veterans Administration
VR	Vocational Rehabilitation
WIA	Workforce Investment Act of 1998
WIPA	Work Incentives Planning and Assistance